

Dear

planning for the future silver courts and vicarage flats

We called today with information about the results of consultation with tenants and residents of Silver Courts and Vicarage Flats.

The percentage of residents (including leaseholders) who responded to the consultation was 63%. Of the people who responded, 56% agreed with the proposal to demolish the properties. 32% disagreed with the proposal, 7% both agreed and disagreed and 5% were unsure.

The board of believe housing has now considered all feedback from tenants and residents on the proposal to demolish the homes in Silver Courts and Vicarage Flats.

They have also considered all comments that were made together with the alternatives to demolition that were suggested, and decided that demolition should proceed. This is due to the low demand, high turnover and high investment needs of the properties. They are no longer fulfilling the purpose for which they were built and are not homes that customers aspire to live in.

believe housing will provide dedicated support for everyone affected to help them relocate to a new home of their choice. We will arrange to meet with you to find out where you want to live and the needs that should be taken into account in supporting you to move.

The first step will be to ask everyone looking to move within County Durham to register on Durham Key Options (DKO). Support and advice is available to help with this, if you need it. More information about DKO is provided with this letter.

If you want to move outside of County Durham we will talk to you about how we could support this.

There is no set timescale for people relocating from Vicarage Flats or Silver Courts. We will support you to find the right home, that you want to live in and that meets your needs. We understand that this may take some time.

Financial compensation will be available when you move and there will also be financial support for the costs of moving. Our Home Loss and Disturbance guidance is included with this letter.

The dedicated support team can be contacted by phoning our customer hub on **0300 1311 999** or by emailing the team direct on **BrandonRelocation@believehousing.co.uk**.

There will be dedicated one-to-one sessions available for people who would like help to fill in their DKO application. These can be booked direct with the support team on the email address above or by phoning the customer hub on **0300 1311 999**.

We understand that some people will be feeling anxious following this decision and the need to relocate. Please be assured, we are committed to providing advice and support to make this move a successful one.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ian Porter'.

Ian Porter
Director of Neighbourhoods
and Customer Experience

You can call us on **0300 1311 999**
or email **hello@believehousing.co.uk**

